

25X1A9a 25X1A9a 25X1A9a , Special Assistant DD/I John R. Tietjen, Chief, Medical Staff , Deputy Director of Personnel 25X1A9a Deputy General Counsel

The minutes of the 11th meeting of the CIA Career Council were approved as distributed.

The second item on the agenda, Revised N concerning selection of candidates to senior schools of the Department of Defense was noted. The notice was on its way to the printer. It was agreed that the Director of Training would be asked to inform the Council concerning the question of CIA obtaining a slot at the NATO War College.

The third item concerned the policy on CIA Honor Awards for Intelligence Activities. Messrs. Reynolds, had conferred with General Cabell as directed by the Council at its 10th meeting. The Deputy Director had requested that the revised staff study be

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reconsidered by the Council. The Council concurred in the staff study and directed that it be forwarded to the Director for his approval.

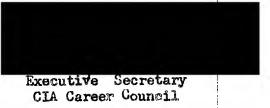
- The Chairman requested Mr. Houston, the General Counsel, to present item four, the proposed legislative program of the Agency. There was distributed to the members present, a revised analysis of the wording of proposed legislation compared with that already contained in the statutes. On the recommendation of Mr. Kirkpatrick the Council agreed that CIA should present to the Congress through the Bureau of the Budget, exactly what legislation was felt to be needed, regardless of whether favorable or unfavorable reaction from the Congress was anticipated. Further, CIA should not rely necessarily for needed legislation on that which was contained in bills sponsored by other agencies of the Government.
 - Section 1, Extension of benefits to overseas employees stationed in U.S. territories and possessions, was approved for inclusion in the proposed amendments to P.L. 110,
 - Section 2, Authority to pay travel allowances for dependents to acquire education, was approved for inclusion in the proposed amendments to P.L. 110. The language proposed was that presently existing in the Foreign Service Act.
 - Section 3, Authority to order U.S. citizens and Foreign nationals to the continental U.S. on home leave, was approved for inclusion in the proposed amendments to P.L. 110.
 - Section h, Extention of home leave benefits to CIA overseas personnel equivalent to those of the Foreign Service, was approved for inclusion in the proposed amendments to P.L. 110.
 - Section 5, Authority to pay travel expenses of dependents of overseas employees to the nearest medical facility, was approved for inclusion in the proposed amendments to P.L. 110, after changing the words "hospital or clinic" to read "suitable medical facility".
 - Section 6, Authority to pay costs of medical treatment for overseas dependents when illness or injury is related to duty or station of the employee was revised to read "suitable medical facility" instead of "hospital or clinic". After lengthy discussion of the meaning and interpretation to be placed upon "line of duty" and "circumstances related to the duty" it was agreed that the General Counsel would clarify and rephrase this matter working with Dr. Tietjen, Chief Medical Staff. Section 6 was approved for inclusion in the proposed amendments to P.L. 110.

- g. Section 7, Authority to conduct physical examinations and inoculations of dependents, was approved for inclusion in the proposed amendments to P.L. 110.
- h. Section 8, Authority to extend certain overseas medical benefits to TDY personnel was approved for inclusion in the proposed amendments to P.J. 110.
- i. Section 9, Permanent authority for allowances, including educational allowances rather than authority by reference to other legislation, was approved for inclusion in the proposed amendments to P.L. 110. It was agreed that authority to pay a temporary lodging allowance at the conclusion of a tour of duty should not be included.
- j. Section 10, Authority to pay death gretuity of \$1,000 was approved for inclusion in the proposed amendments to P.L. 110. This decision was taken after recognition that other pending legislation (notably H.R. 7089) proposed a different formula than the CIA formula and also proposed a survivor benefit that would average considerably more than \$1,000 in the case of CIA employees.
- k. Section 11, Authority to employ more than the 15 retired military officers now permitted by P.L. 53 = it was decided to refer this matter to the Director before definitely including it among the proposed amendments to P.L. 110. The figure of 50 exemptions for staff employment was considered. In the meantime efforts would be made by the Inspector General, the Office of Personnel and the Clandestine Services to determine how many cases under proprietary projects might be involved. When this is determined a specific figure could be written into the proposed amendments.
- 1. Section 12, Authority to make advance payments, especially of the "key-money" type, was not approved for inclusion among the proposed amendments to P.L. 110.
- m. Section 13, a typographical error in P.L. 110 was approved for inclusion among the proposed amendments to P.L. 110.
- n. Section 14, Authority for the DCI to appoint not more than 6 Deputy Directors was not approved for inclusion among the proposed amendments to P.L. 110. It was believed that this would unnecessarily tie the Director's hands. It was decided to recommend to the Director that he first seek White House quidance on this matter.



- o. With regard to Missing Persons legislation, it was agreed to delegate to the General Counsel's office the responsibility for incorporating the necessary material into the proposed amendments to P.L. 110 or of "riding along" with the permanent Missing Persons legislation being sponsored by the Department of Defense.
- After lengthy discussion of the provisions of the so called "Kaplan Bill", being sponsored by the Civil Service Commission, the reported views of the White House Task Force (the Duflon Committee) and the previously established CIA position on accelerated retirement for overseas service, it was agreed that the General Counsel would draft appropriate legislation, following the original formula previously approved by the Council, for inclusion among the proposed suendments to P.L. 110. This draft would be presented to the Council at its next meeting on Friday 15 September. It was further agreed that we would not include our proposals in the comments that we were required to make on this Kaplan Bill to the Bureau of the Budget by 15 September.
- 6. It was agreed that the Office of Personnel and the General Counsel's office would staff out the problem of reminsurance for those persons whose insurance policies might be invalidated through carrying out Agency orders and report this to the Council at its next meeting.
- 7. It was agreed that no further action would be taken at this time concerning "compassionate leave" and authority to bear travel expenses in compassionate circumstances.
- 8. It was agreed that consideration of additional allowances or salary differentials under special emergency or hazardous conditions, when so declared by the Director would be tabled until more study could be given to the problem.
- 9. The meeting adjourned at 4:50 p.m. to meet again on Thursday 15 September.

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7 SEP 1955

MEMORANDUM TO: Director of Central Intelligence

SUBJECT:

Status of Membership into the Career

Staff

- 1. On 1 July 1955, the Career Staff of the Central Intelligence Agency was one year old. Since its inception, 2487 agency staff personnel have been admitted into the Career Staff.
- 2. In order to accomplish the processing of applications for membership into the Career Staff, the Examining Panel met 27 times and the CIA Selection Board met ten times.
- 3. Attached are charts which graphically present the status of membership into the Career Staff as of 1 July 1955, and the anticipated processing of applications for the next twelve months.

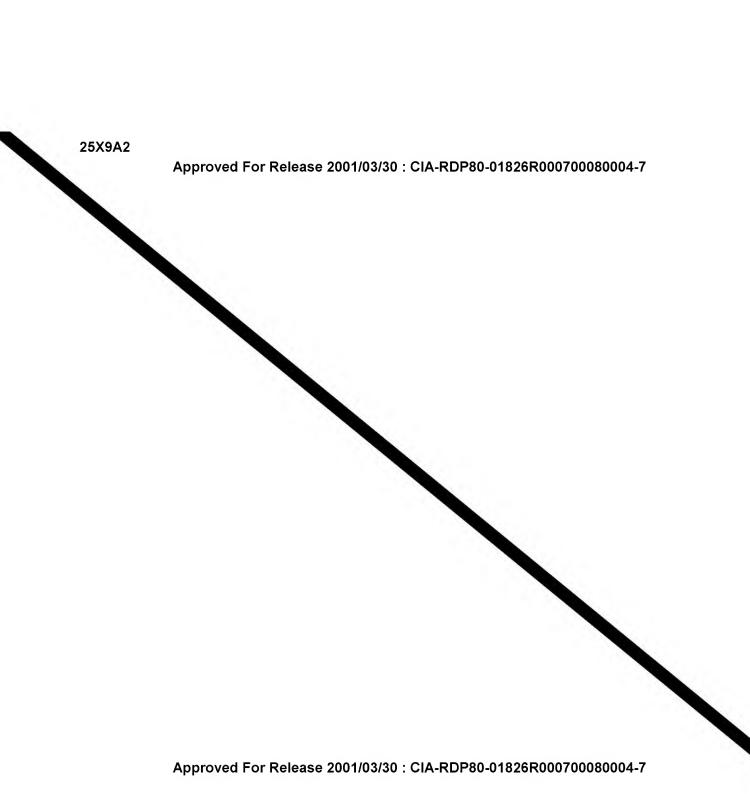
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Harrison G. Reynolds Chairman, CIA Selection Board

Attachments:

Membership Status Charts

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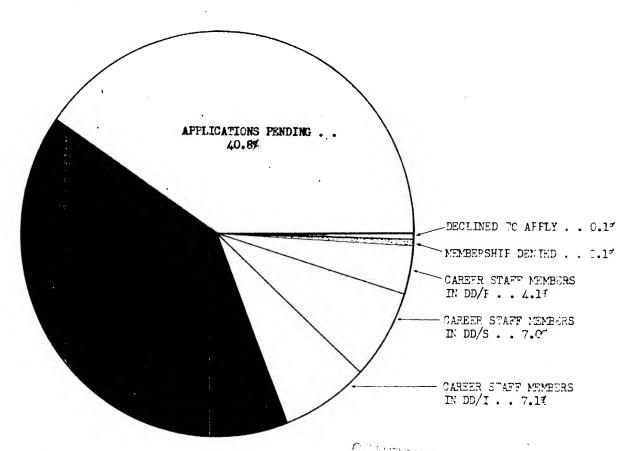


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CAREER SERVICE FERSONNEL STATUS (By Percent)

CONFIDENTIAL

30 June 1955



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9 September 1955

MEMORANDUM FOR: Chairman, CIA Career Council

SUBJECT

Report of the Fitness Report Task Force

- 1. The Fitness Report Task Force, consisting of the four persons listed below, was appointed by the CIA Career Council at its 11th meeting on 13 July 1955 in order that it might confer with the Chief, Assessment and Evaluation Staff, Office of Training, concerning the recommendations which he planned to make to the Council. These recommendations result from the research conducted at the direction of the Council since 15 June 1954. Since Dr. was going on extended leave prior to 25X1A9a the next meeting of the Career Council, the Task Force was instructed to be prepared to present his views, should the Council wish amplification of the written recommendations,
- 2. The Task Force has met with Dr and reviewed the research 25X1A9a conducted by him and by the Office of Personnel. This is described in his attached report.
 - 3. The Task Force recommends:
 - a. That recommendations 5.a. thru 5.f. and 5.i. (pages 3 and 4 of the attached memorandum, dated 28 July 1955) be approved.
 - b. That recommendations 5.g. and 5.h. be considered by the Council with a view to both necessity and feasibility after thorough consideration of Tab B of the attached report.

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25X1A9a Representing the DD/S)

(Recresenting the DD/P)

Attachment: Revision of Fitness Report

25X1A9a (Representing the DD/I)

Executive Secretary

CIA Career Council

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28 July 1955

MEMORANDUM FOR:

Career Council

SUBJECT:

Revision of Fitness Report Form No. 45, 1 October 1954

- 1. Simultaneous with the adoption of the Fitness Report, the Agency Career Council directed that studies be initiated toward its improvement. The Director of Personnel requested the Assessment and Evaluation Staff, Office of Training, to undertake these studies. Results to date are incorporated in an attached proposed revision of the form (TAB A) and in recommendations concerning policies and procedures surrounding its use.
- 2. The proposals and recommendations are based on the following steps in which the Office of Personnel and Office of Training have cooperated closely:
 - a. Analyses of the supervisors replies to a questionnaire on the current Fitness Report.
 - b. Statistical studies of how supervisors are using the form.
 - c. Interviews with 16 supervisors, career management and personnel officials conducted by OP.

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- d. Development of a revision as the best means of clarifying issues and providing the basis for discussion.
- e. Submission of this revision to 60 supervisors and personnel officials in a series of 11 meetings. Each group spent a minimum of two hours in analyzing and discussing the report and possible policies.
- f. Further revision in close cooperation with OP.
- g. Presentation to a Career Council task force of the basis for the revision and accompanying recommendations.
- h. Submission in near future of the new revision of the form to the 60 supervisors, along with a brief questionnaire to determine whether the sense of their criticisms and recommendations had been carried out.

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- 3. My major conclusions at this point are:
 - a. If every criticism were accepted, there would be no part left of either the present form or the proposed revision; if every suggestion for addition were accepted, the form would approximate book size.
 - b. With all its defects, the present report has not aroused overwhelming opposition among supervisors. Hence, precipitious change is not necessary.
 - c. "To show or not to show" the report to the subordinate that is the most controversial issue concerning fitness reporting.
 - d. The proposed revision is on the right track, having been preferred over the present form by all who have seen it.
 - e. The present report requires too much information about individuals (1) in certain-type jobs, and (2) when the supervisor has known the individual for a very short period.
 - f. Changes in fitness report forms and procedures should be evolutionary and involve wide contact with and explanation to supervisors.
- 4. Major conclusions concerning the "show-not show" issue are:
 - . The present policy is not working in accordance with the original intent that supervisors make the decision on whether or not to show the report. Office-wide policies have been adopted on this question.
 - b. There is a sizable minority, if not a majority, who oppose present policy because it is not consistent across the Agency,
 - c. A majority would approve showing a report concerned with job performance and designed to help the supervisor deal more effectively with his subordinates.
 - d. A minority will strongly resist showing a form which is not designed for that purpose.
 - A majority would approve a report which is a privileged communication to management, provided there existed a report that could be shown.

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- f. A small minority will oppose any privileged communication of a y type.
- go The greatest approval would be obtained for a form designed to show, with the policy to show unless the supervisor felt is unwise. In such an instance, he would explain on the form why he did not show the report.
- h. A majority would approve two especially designed reports, one to promote effective dealing of supervisor with subordinate, the other a privileged communication to management.
- i. The present form does not lend itself to a clear-cut show not show policy since opinion on showing it is close to being equally divided.

5. It is recommended that

- /a. The proposed form, with whatever minor changes that are made as a result of Paragraph 2h, be adopted.
- b. The form be divided into two physically separate parts, the one to be concerned with job performance and the other with potential.
- e. Part I and Part II both be used for the annual report.
- do Part I only be used for
 - (1) Special reports (changes in assignment, changes in supervisor)
 - (2) Individuals on jobs not requiring the type of information obtained in Part II.
- e. Part I be treated as a step toward a form and procedure which will really be helpful to the supervisor in dealing with his subordinates and the policy of showing be optional with the individual supervisor, with action taken explained on the
- f. Part II be treated as a privileged communication from the supervisor to management above him and the policy be that it not be shown to the subordinate.

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- q. The report be given a trial run in one small office (where not more than 25 people are available to be rated) in each major component of the Agency.
 - h. The adoption of the report Agency-wide be preceded or accompanied by a training program involving selected supervisors, career management and personnel officials. They should be selected to provide in each office or division a small group, available for at least a year after introduction of the report, to answer questions that will arise among supervisors generally.
- i. The Career Council
 - a. Adopt in principle the philosophy concerning fitness reporting expressed in the attached paper (TAB B).
 - b. Direct the Office of Personnel and the Assessment and Evaluation Staff, OTR, to continue their studies to adapt fitness reporting forms and procedures to the ends served.
 - Evaluation Staff, OTR, to exert special and immediate effort to develop separate procedures for the purposes of (1) helping the supervisor deal more effectively with his subordinates, and (2) providing management with the kind of information it needs to improve its action in personnel matters.

Assessment and Evaluation Staff
Office of Training

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2 Enclosures

TAB A - Proposed Revision
TAB B - "Developing A Fitness
Reporting System"

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FOR THE ADMINISTRATIVE OFFICER: Consult current instructions for completing this report.

FOR THE SUPERVISOR: This report is designed to help you express your evaluation of your subordinate and to transmit this evaluation to your supervisor and to appropriate career management and personnel officials. Completion of the report can help prepare you for a discussion with your subordinate of his strengths and weaknesses. It is mandatory that you inform the subordinate where he stands with you. It is optional whether you inform him by showing the report or by other means. It is recommended that you read the entire form before completing any question. If this report is the INITIAL PEPOPT on the employee it MIST he completed and forwarded to the Office of Personnel no later

| than 30 | days after the | due date indicated i | n item 8 of Se | ction A below. | 10 x 2 x 1 | ice of Personnel no later |
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FORM NO. ILE (Part 11)

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| CATEGORY | | CATEGORY | AN OUTSTANDING DEGREE STATEMENT | CATEGORY | STATEMENT |
| | 1. ABLE TO SEE ANOTHER'S POINT OF VIEW | | 11. HAS HIGH STANDARDS OF ACCOMPLISHMENT | | 21. IS EFFECTIVE IN DISCUS- SIONS WITH ASSOCIATES |
| | 2. CAN MAKE DECISIONS ON HIS OWN WHEN NEED ARTSES | | 12. SHOWS ORIGINALITY | | 22. IMPLEMENTS DECISIONS RE- GARDLESS OF OWN FEELINGS |
| | 3. HAS INITIATIVE | | 13. ACCEPTS RESPONSIBILI- TIES | | 23. IS THOUGHTFUL OF OTHERS |
| | 4. IS ANALYTIC IN HIS THINK- | | 14. ADMITS HIS ERRORS | | 24. WORKS WELL UNDER PRESSURE |
| | 5. STRIVES CONSTANTLY FOR NEW KNOWLEDGE AND IDEAS | | 15. RESPONDS WELL TO SUPER- VISION | | 25. DISPLAYS JUDGEMENT |
| 90 - | 6. KNOWS WHEN TO SEEK ASSISTANCE | | I6. DOES HIS JOB WITHOUT STRONG SUPPORT | | 26. IS SECURITY CONSCIOUS |
| | 7. CAN GET ALONG WITH PEOPLE | | 17. COMES UP WITH SOLUTIONS TO PROBLEMS | | 27. IS VERSATILE |
| | B. HAS MEMORY FOR FACTS | | 18. IS OBSERVANT | | 28. HIS CRITICISM IS CON- STRUCTIVE |

20. COMPLETES ASSIGNMENTS AND CONTINUOUS SUPERVI-10. CAN COPE WITH EMERGENCIES Approved For Release

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S-E-C-R-E-T

DEVELOPING A FITNESS REPORTING SYSTEM

I. Statement of the Problem

One company with one manager who has a dozen subordinates needs no formal merit rating system to assist him in his personnel decisions. Somewhere between this situation and one where hundreds of supervisors are reporting on thousands of subordinates, the need for a formal system of merit rating becomes obvious if management is to have the information necessary for its personnel actions.

The need for a system gets general agreement. Confusion and controversy, however, surround the issues of purpose to be served, method to be used, and especially content of a report. Because of the controversial nature of reporting systems, it is often difficult to achieve sufficient stability for any kind of system to work. It is the general purpose of this paper to provide a framework for developing and maintaining a fitness reporting system (as CIA's merit rating system is called). If management sanction of this framework can be achieved, a significant step will have been taken toward achieving the stability needed to make CIA's system workable.

Reasons for the controversial nature of fitness reporting are many. Fitness reports do (or are thought to) affect the employee financially and emotionally by influencing promotions, assignments, and subsidized training. Methods of reporting an individual's performance or worth, reflecting human judgment, are far from infallible. Thus, there is always room for criticism and debate. This debate is usually couched in terms of the wide gap between practice and perfection in personnel actions rather than realistically in terms of the degree to which personnel actions are improved by a reporting system.

Raters' persistence in being generous in their evaluations, in desiring to report in meaningless stereotypes and generality, in being influenced in varying degrees by likes, dislikes, their convictions about the worth of certain traits, or behavior for certain purposes contribute to the fallibility of reporting. The real difficulties in observing job performance under conditions which make comparisons among individuals really feasible adds still another source of fallibility.

One approach to the problem of improving fitness reporting has emphasized training of supervisors; another the devising of special methods of reporting that attempt to minimize differences between raters because of likes, dislikes and other factors mentioned above. Without minimizing the need for these approaches to the problem, there is a third which has not

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been adequately explored. This is to clarify purposes for which fitness reports are used and then develop a system specifically adapted to each of these. This approach would clarify and simplify the rater's task.

It is not uncommon for users of fitness reports to list purposes of their systems in as varied manner as this: to select men for promotion or for special assignment; to aid in determining the order of lay-offs when reduction of force is necessary; to improve morale; to determine transfers; to plan careers; to help the supervisor deal more effectively with his sub-ordinates. The questions (1) whether any two of these purposes are incompatible or (2) whether a fitness report can provide the complete answer to any have rarely been raised. For promotion to a position involving skills quite different from those used on a present job, information beyond that on job performance is clearly needed. The kind of procedure needed to evaluate for promotion would seem to be quite different from those required to engender an atmosphere between subordinate and supervisor conducive to discussion of weaknesses and how to improve them.

A system of fitness reporting aimed at helping supervisors to deal more effectively with subordinates will be termed a counseling system; whereas a system with the purpose of assisting management to reach better decisions on personnel matters will be termed a management system. This paper will analyze the requirements needed to fulfill these two purposes. This analysis will show that these purposes are not well served by a single system. The analysis will identify the first steps that should be taken to improve CIA's present system and to work toward the kind of a dual system considered essential.

II. Requirements

Once the purpose of a fitness reporting system has been defined specifically, the requirements can be considered under <u>five</u> headings: content, communication, records, training, and policies.

A. The Counseling System.

The purpose of this kind of system is to assist supervisors to deal more effectively with subordinates. This system is concerned with getting the supervisor to do something in relation to his subordinate—think more clearly, analyze better, or manage better.

1. Content Under a Counseling System

Since the purpose of the counseling system is to stimulate the supervisor to <u>initiate</u> and <u>carry out a procedure</u>, the content is the procedure rather than any standard check list of any kind. Is there a procedure which will promote the kind of thinking and action

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necessary? There is one that has promise—having the supervisor define for each subordinate what job performance is expected from him.

This step is more useful and more difficult than it first appears. It is no matter for casual thought; nor can a list of job elements be discovered that will automatically apply to all jobs with the same title or even to successive incumbents of the same job.

By far the majority of supervisors who attempt the task of defining what they expect from a subordinate will first discover that it is the rule rather than the exception for job requirements to vary among persons supposedly doing the same job. Two stenographers are working for the same supervisor. One has the special duty of managing a complex filing system, the other of serving as office receptionist. Moreover, it is performance of the special duties that is frequently more influential in determining how the supervisor values, i.e., rates, them than is the common duty of taking dictation. Secondly, supervisors will find they expect different things from subordinates in terms of such factors as length of service, period in a career, and age. Thirdly, it is extremely probable the supervisor will find what he expects from a given subordinate is highly specific. It is not dependability or industry that the supervisor really expects. It is rather the operation of a specific machine, the production of a specific kind of report, the management of a specific file.

The range of specific job elements revealed by such an analysis makes it plain that a standard set of terms cannot be provided to cover all jobs or even a number of subordinates with supposedly similar jobs.

There is just one person who can provide a realistic set of job elements appropriate for a specific individual on a specific job at a specific time under a specific supervisor. This person is the supervisor. The kind of thinking it takes the supervisor in preparing this set of job requirements will go a long way toward advancing the purpose of the counseling system of fitness reporting.

This analysis leads to four conclusions with respect to the content which is the concern of a counseling system. First, the system is largely a procedure; second, what content there is, is concerned strictly with job performance or characteristics or circumstances very directly related thereto; third, there will be no

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standard check list of job elements or traits in any report used in this system; fourth, the report form merely reflects the procedure to be followed.

2. Communicating Under a Counseling System

The essential communication is downward—from the supervisor to the subordinate. How else is the subordinate to know wherein he should improve? The most, if not only, effective medium for communication of this kind is the interview. In an on-going system one interview at the time of completing the Fitness Report is probably sufficient. During this interview, not only can past performance be discussed, but job elements can be re-defined in terms of the next rating period and specific goals agreed to by the two parties. Thus, the counseling system can provide changed goals in terms of the job requirements as well as in terms of the career plans of the individual. For a new subordinate, an initial interview is required to let him know what is expected of him between the initial interview and the time his Fitness Report is due.

Other interviews may occasionally be required between Fitness Reports. One such occasion is when job performance is so poor that termination is a likely possibility. Here a warning interview is clearly needed.

The need for communication downward leads to the conclusion that the entire report should be shown to the subordinate—complete with job elements and supervisor's comments, the latter having served as preparation for the interview.

Is there any need under the counseling system for communication upward? There appears none, so far as achieving the counseling purpose is concerned. A management purpose may be achieved by a limited movement upward of the records produced under this system. A supervisor's chief will gain considerable insight into methods the supervisor uses in managing his people and into the understanding he displays of jobs under his control.

Combining this much of a management objective with the counseling system may not introduce incompatible elements. Sending records too far up the echelons has definite dangers. The reports will be in such specific terms involving specific subordinates and specific supervisors that misinterpretation can easily be made by individuals too far removed from the immediate situation. Moreover, the fact that a permanent record is made will tend to reduce willingness on the part of both supervisor and subordinate to be completely frank

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with one another. Because of the importance of improving supervision, some risk in limited communication upward is probably justified.

3. Records Required

One might think there would be no reporting form required by a counseling system. The supervisor knows what he is writing on the form. Why, therefore, have a reporting form? From the counseling point of view the form serves three purposes. It provides a check list of steps in the procedure and a record of whether these steps were followed. It provides for future reference a record of job elements agreed to by a supervisor and a specified subordinate. It provides a space for the supervisor's analysis which serves as a basis for the interview.

This record is purely qualitative. There can be no score derived from the information on this kind of form. With different and highly specific job elements, there will be no possibility of comparing reports of different individuals. No effort, therefore, should be made to score or to combine the reports.

4. Training Under the Counseling System

To overcome two fears on the part of supervisors will require a real training effort. The first is his notion that the job elements are difficult for him to define. A demonstration worked out before a group usually allays this fear. The second fear, whether or not consciously expressed, concerns the interview. Many supervisors will doubt their ability to handle the situation properly. The more training that can be given in this respect the better, but it is surprising how little will suffice. The procodure as outlined serves as a real preparation for the interview. The supervisor knows what points he wants to make. He has thought them through in terms of the job elements and (prior to the interview) has expressed his points in writing on the report form itself. This interview is the crucial step in the system. Supervisors generally will undoubtedly hardle it better if there is no evaluation attempted in relation to the system. Any evaluation effort changes the attitude of both the supervisor and the subordinate and makes the interview more difficult. The atmosphere of the interview tends to become one of attack and defense rather than one of mutual respect and confidence. These considerations represent a powerful argument for keeping the counseling aspect separate from the evaluation aspect of a fitness reporting system.

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5. Policies Under the Counseling System

Policies under this system should be aimed at creating conditions of mutual trust between the supervisor and his subordinates. It should be clear to all that the effort is directed at helping the subordinate to do a better job. It should be spelled out where the record is to be kept, what it is to be used for, and why it cannot be used for evaluative purposes.

B. The Management System

The purpose of a management system is to provide the information needed for improving personnel actions. How this is done will influence morale, but the purpose of the system is not to directly affect morale but to provide information. The system does not aim at improving the supervisor's relationship with his subordinate. To repeat, its purpose is to assist higher echelons in making better personnel decisions.

1. Content Under a Management System

For a merit rating system to contribute effectively to actions requires that it provide more information relevant to decisions management must make. The content of this system is information about employees, not a procedure to help supervisors think. Not only is it information, but it is information expressed in a manner which makes comparisons possible among individuals. Management is interested in general job competence and not in the details of supervision. Management is also interested in potential—how far the individual can progress in the chain of command. Just what information management will find useful will depend on the kind of decisions it wants to make at echelons higher than the immediate supervisor. Some of the following will no doubt be included in any management system: promotion, selection for career development, termination, transfer or rotation, selection for certain types of expensive training.

A management system report must, therefore, contain supervisors' value judgments on the degree of job competence, potential, and other matters related to the decisions management wants to make. Standard check lists and ratings are required; for in order to compare individuals, the same kind of information must be obtained about everyone.

How can the content of the rating form be determined? The most direct way is to ask management people what it uses fitness reports for and the decisions to which it would like them to contribute. A

study to obtain this information is needed as one of the initial steps in developing this kind of system.

2. Communication Under the Management System

The essential communication is upward—from the supervisor to higher management echelons. The medium of communication must be a written report since decisions are not necessarily taken at the time the report is completed. Furthermore, all decisions do not involve the same people, making it impractical to communicate upward by any oral technique.

Communicating value judgments upward requires no interview with the subordinate. Nor does it require showing the report or discussing it with him. In fact, doing either of these things will tend to reduce the value of the report to management. Reports that are shown or discussed tend to be more lenient, less objective appraisals. In many instances, showing or discussing a value judgment with a subordinate reduces his job efficiency and morale. What point is there in periodically telling a person of long and loyal service that he is just a run-of-the-mill employee, that he has no potential for further advancement. Contrast this with the counseling system—where strengths and weaknesses can be discussed between supervisor and subordinate in an atmosphere free from the necessity of bringing up points the individual can do nothing about.

Less frequently mentioned is the point that it may be equally bad to inform some people that they are considered of special promise. Loss of motivation and decrease in performance can result.

The attitude the supervisor needs in completing a management report is a cool objectivity in his appraisal of job performance and capabilities of his subordinates, not one of helping or promoting his career in any way. It is management's task to do this when it gets all the information available.

3. Records Under a Management System

This system demands a record. It further demands that records be kept in such a way that successive reports on the same individual can be combined. Two things are necessary to achieve this. The reports must be scored, i.e., they must lend themselves to quantitative treatment. They must be scored in a manner that permits successive reports to be compared, even though changes are made in the report content. Most importantly, they must be scored in order that successive reports can be averaged. Despite hard effort, no system of reporting has been devised to reduce the

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fallibility of human judgment of one another which even approaches the simple device of averaging judgments of several observers. The averaging of successive reports made by different supervisors represents the most important technique for improving a management type system. It will result in actions that are more effective and more just to the individual. Reports for a management system should be regarded as quantitative documents.

4. Training Under a Management System

Training efforts need to be directed at creating in the supervisor a willingness to make an objective and impersonal appraisal of his subordinates. While those rated will know the system exists and must have confidence in the way management uses it, training effort need not be directed at them. In fact, other than creating the right attitude toward reporting, probably the less said about a management system the better it is.

The major focus of training in a management system is management itself. The training should be directed to clarification of limitations and advantages of the report for different and specified purposes. As a basis for their training, studies of reliability and validity of the report for various purposes are necessary. The relationship of information furnished by fitness reports to other personnel techniques and information such as tests, experience, and education needs to be discovered and conveyed to management. In fact, the background and context permitting sound use of the system must be developed and furnished.

5. Policies Under the Management System

The main purpose of policies under a management system is to develop confidence that personnel actions are taken after consideration of all the facts and not on the basis of a single report. Everyone realizes that personnel actions are inevitable. If they feel that they are taken after careful consideration of all the facts and with due consideration of the limitations of any single source, e.g., fitness reports, willingness on the part of supervisors to report may be increased.

III. Recapitulation

This analysis strongly points to the need for having more than one fitness reporting system to accomplish many purposes such reports are used for. A distinction should certainly be made between systems for counseling as opposed to management purposes.

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These two systems contain incompatible elements. Under a management system, the purpose is to promote effective personnel action; the supervisor must regard his subordinate objectively and report in general and standard terms; the report must lend itself to quantitative treatment and studies of reliability and validity for specific purposes; no interview between supervisor and subordinate is required, nor should the report be shown to the subordinate. In fact, doing either of these things will tend to defeat the purpose of the system.

In contrast, a counseling system has the purpose of getting a supervisor to do something which will improve his effectiveness in dealing with a subordinate. The supervisor regards the subordinate in terms of his own particular strengths and weaknesses with no reference to anyone else. The supervisor is not reporting in general competitive or comparative terms, but in terms that are highly specific to the subordinate's situation, i.e., be may discuss and report weaknesses of very strong employees and vice versa with no implication concerning the degree of value he places upon either as employee. The report under such a system is qualitative-it cannot be scored; nor does it lend itself to the usual kind of studies of reliability and validity. An interview is mandatory; it is the crux of the system. The report in its entirety must be shown to the subordinate. Both systems of reporting need acceptance on the part of employees generally to be truly affective. Both systems need stability in policy to operate well. To promote stability and implement systems of reporting adapted to differing purposes, it is necessary that there be acceptance of the philosophy expressed herein. It is also essential to conduct a series of studies to further clarify purposes and develop more effective procedures for each.

Chief
Assessment and Evaluation Staff
Office of Training

29 July 1955

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6 September 1955

MEMORANDUM FOR THE RECORD

SUBJECT: Possible Conflicts Between CIA Career Service Plan and Statutory Rights of Veterans

of Personnel and Mr. Irons of the Civil Service Commission, a meeting was held in the office of John W. Steele, Room 1718. Civil Service Commission Building, attended by Mr. of Personnel and 25X1A9a Mr. of the Office of the General Counsel, from 1130 to 1230 hours, 2 September 1955 (Mr. Steele may be reached on Code 171, Extension 5291).

2. The issue for discussion was as follows:

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Under policy to be embodied in a revision of would not credit military service toward the three year eligibility period for the Career Staff except in those cases where the service was undertaken at the request of CIA or in the performance of CIA functions; would this violate any statutory rights of veterans?

3. At the outset, we indicated to Mr. Steele that, although we could find nothing in the applicable legislation or CSC Regulations directly in point, since the issue of possible conflict had been raised internally, we wished to secure his advice as the Veterans' Preference expert of the Civil Service Commission. We explained to him generally the concept of the CIA Career Service and told him that the general philosophy behind such a program had been informally approved in earlier discussions with the Commission.

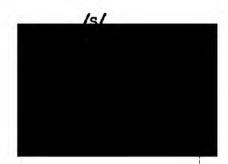
h. Mr. Steele agreed that there was nothing in the statutes or regulations directly bearing on the case. However, he felt that this was because of the necessary broadness of statutory language and because in devising regulations, the Commission had not considered this type of situation. He pointed out that should a case arise under our Career Service program and be brought to the Commission for determination of the applicability of Veterans: Preference legislation, the Commission would have to look to the intent of the statute, which he felt sure was to prevent the veteran from losing any rights, to which he would otherwise have become entitled, as a result of his military service.

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- 5. Mr. Steele pointed out that it was most unlikely that a case arising within CIA would get to the Commission for determination. However, we emphasized that we wished to accord with the law and the proprieties, whether or not the degree of our conformance was ever open to question.
- 6. Some discussion ensued on the nature of the benefits that would attach to membership in the Career Service. Mr. Steele specifically asked if preference would be given to Career Employees in any reduction in force. We replied that, although no overall RIF plan had as yet been developed for the Agency, it was likely that retention preference would be granted to members of the Career Staff. We emphasized the obligation undertaken by those who applied for an accepted membership in the Career Staff—the obligation of unlimited mobility. We stressed the greater value, considering the functions of this Agency, of a mobile employee, other things being equal.
- 7. We then raised the key point that concerned us, that is, the extreme case of an individual who, after a few days of civilian service with CIA, might enter the military and, upon restoration to CIA civilian employment, would become immediately eligible for consideration for the Career Staff. We pointed out that the various criteria for membership were such that it would be almost impossible to determine their applicability in such a case, since no one within CIA would have had a fair opportunity to appraise the individual.
- 8. Mr. Steele's conclusion was that although we must count all military service for eligibility, since eligibility is based solely upon length of service, and this is the very interest of the veteran most specifically protected, there could be no objection to our determining in individual cases that an eligible individual did not yet meet the requirements of the selection criteria.
- 9. The overall conclusion of the conference was that the most satisfactory phrasing for CIA Regulation would be one counting all military service in determining eligibility so as to avoid a possible conflict. It was also agreed that it would be violatory of the spirit of the law, if not of its letter, to blanket out by administrative action all those who offered military service as part of their three year eligibility period, although it is recognized that there may be a higher percentage of rejects in this group simply because of the difficulty of determining their suitability under established criteria.

10. The point was made to Mr. Steele that CIA was not sure whether or not it was subject to Veterans' Preference legislation, and Mr. Steele conditioned his conclusions upon the assumption that we were, or that (as we had stated) we wished to comply with the policy of the legislation whether subject to it or not.



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